

**ST. JAMES MEDICAL CENTRE
TAUNTON**

**Patient Participation Group
Terms of Reference**

This PPG will :

Contribute to practice decision making and will consult on service development and provision.

Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary.

Serve as a "safety valve" for dealing with collective grumbles and complaints about the practice-representing patients but also helping them to understand the practice's viewpoint.

Assist the practice and its patients by arranging voluntary groups/support within the community

Communicate information about the community which may affect healthcare.

Give patients a voice in the organisation of their care.

Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine.

Influence the provision of secondary healthcare and social care locally.

Monitor services, e.g. hospital discharge and support when back in the community.

Give feedback to NHS trusts on consultations.

Liaise with other PPGs in the area.